

Transcript: Pamela

Blanc-5089834682499072-5119521731330048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hey. I was just trying to make a payment. Sure. Which staffing agency you work for, sir? Uh, MAU. And the last four digits of your social? 9137. First and last name, sir. Cameron Thompson. Mr. Thompson, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. It's 11/18/1990, 322 Taylor Road, Greer, South Carolina 29651. Thank you for the information. We have the telephone number on file, um, which is 404-8988, and your email is your first name, t18@gmail.com? Yeah. Uh, the phone number's wrong, but everything else was right. 404-6988. 404-6988. Okay. Let's see. So you have to pay two weeks... Okay. ... which is- Yeah. ... \$119.26. Okay. Okay. Are we using the same address- You ready for my card? Um, in a minute. Are you using the same mailing address as the billing address? Yeah. Thanks. I'm ready for the card now, sir. 06685-4545-4326. Okay. I think I messed up on the number. Okay. I'm going to re- repeat it back to you. I've got 06685-4454-326? Um, the first eight digits were correct and then the second eight are off. So the second eight is 4545-4326. Okay. That eight. 4545-4326. I'm gonna read it back to you just to double-check. So that's -664-5445-4326. Nope. Nope? Okay. Let me just read it... Let me read it to you from the beginning here. Yeah, please. Ready? I think... Hold on. Give me one sec- Four... Let me erase... Let me erase that. Okay, four... Okay. It's 06685-4545-4326. All right. I'm sorry about that. It's all good. Okay. Um... And the security code? 501. And the expiration date? 7/29. So you... Uh, 07/20/29. Okay. You're gonna receive an email, um, that... So the email we got on file with the receipt. Okay. Okay. So you said the CVC's 801? Uh, 501. Oh my God. Okay. Now it went through fine. Um, is there anything else I could do for you, sir? Uh, that's all I needed. All right. Thank you for giving us a call today. Have a great rest of the day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hey. I was just trying to make a payment.

Speaker speaker_1: Sure. Which staffing agency you work for, sir?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 9137.

Speaker speaker_1: First and last name, sir.

Speaker speaker_2: Cameron Thompson.

Speaker speaker_1: Mr. Thompson, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: It's 11/18/1990, 322 Taylor Road, Greer, South Carolina 29651.

Speaker speaker_1: Thank you for the information. We have the telephone number on file, um, which is 404-8988, and your email is your first name, t18@gmail.com?

Speaker speaker_2: Yeah. Uh, the phone number's wrong, but everything else was right. 404-6988.

Speaker speaker_1: 404-6988. Okay. Let's see. So you have to pay two weeks...

Speaker speaker_2: Okay.

Speaker speaker_1: ... which is-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... \$119.26.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Are we using the same address-

Speaker speaker_2: You ready for my card?

Speaker speaker_1: Um, in a minute. Are you using the same mailing address as the billing address?

Speaker speaker_2: Yeah.

Speaker speaker_1: Thanks. I'm ready for the card now, sir.

Speaker speaker_2: 06685-4545-4326.

Speaker speaker_1: Okay. I think I messed up on the number.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm going to re- repeat it back to you. I've got 06685-4454-326?

Speaker speaker_2: Um, the first eight digits were correct and then the second eight are off. So the second eight is 4545-4326.

Speaker speaker_1: Okay. That eight. 4545-4326. I'm gonna read it back to you just to double-check. So that's -664-5445-4326.

Speaker speaker_2: Nope.

Speaker speaker_1: Nope? Okay.

Speaker speaker_2: Let me just read it... Let me read it to you from the beginning here.

Speaker speaker_1: Yeah, please.

Speaker speaker_2: Ready?

Speaker speaker_1: I think... Hold on. Give me one sec-

Speaker speaker_2: Four...

Speaker speaker_1: Let me erase... Let me erase that. Okay, four...

Speaker speaker_2: Okay. It's 06685-4545-4326.

Speaker speaker_1: All right. I'm sorry about that.

Speaker speaker_2: It's all good.

Speaker speaker_1: Okay. Um... And the security code?

Speaker speaker_2: 501.

Speaker speaker_1: And the expiration date?

Speaker speaker_2: 7/29.

Speaker speaker_1: So you... Uh, 07/20/29. Okay. You're gonna receive an email, um, that... So the email we got on file with the receipt.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So you said the CVC's 801?

Speaker speaker_2: Uh, 501.

Speaker speaker_1: Oh my God. Okay. Now it went through fine. Um, is there anything else I could do for you, sir?

Speaker speaker_2: Uh, that's all I needed.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You too. Bye-bye.